



Quality Improvement Highlights & Client Feedback

October to December 2015

Lutheran Community Services Northwest tracks progress towards the achievement of five “ends” (goals) associated with our agency’s lines of service:

BEHAVIORAL HEALTH

People reconcile the past and embrace the future with hope.

- **73%** of clients served in the Vancouver Mental Health Program remained stable or improved as measured on the GAIN-SS above a target of **65%**. The GAIN-SS is the Global Appraisal of Individual Needs – Shorter Screener. It assesses clients from a total of 23 questions in four sub-categories.
- **92%** of clients served by the AOD programs in Crook County showed reduced use of substances above a target of **85%**. This is a strong result for this program.
- **100%** of clients measured in the Community Counseling program in Yamhill County had stable or improved GAF or CGAS scores above a target of **80%**. This is a very strong result.
- **91%** of clients measured in the Child Welfare Clinical Program in Spokane had stable or improved GAF scores above a target of **80%**. The GAF scores are determined by the clinician. On a Likert scale, which is a measure that is determined by the clients, **100%** reported being stable or improved.

“I just cannot express how much I appreciate all that my advocate has done for me! I would have not been able to access the courts without her. This program is so needed, without an advocate I would not have been able to navigate the legal system. She gave me a voice when I normally would not have one! Thank you!”

- **Client served by SAFeT Advocacy Program in Spokane, Washington**

CHILD WELFARE

Children at risk are in a safe and stable environment.

- **100%** of clients in the Therapeutic Foster Care program in Spokane Washington graduated to a lower level of care above a target of **65%**. This program used to struggle to meet outcome and how now been successful for a full year. They will continue their practice of making sure that clients are screened appropriately so that the client receives the appropriate level of care.
- **100%** of children served by the Relief Nursery in Yamhill County, Oregon stayed in their homes above a target of **95%** showing program success.
- **100%** of youth served by 3 Rivers Wraparound in Columbia Basin stayed out of the hospital above a target of **90%**. This is an important metric, showing how the

program's support to families is not only better for the youth and families served, but also saves money by reducing costly hospitalizations.

- **91%** of clients served by SWIFT (Stabilization and Wellness in Families Together) reported reduced suicidal thinking above a target of **90%**. In addition to good outcomes, the program consistently has good quotes. Read in "Client Quotes" below!

"I really liked SWIFT. They didn't just help me overcome my problems but helped me get a job..."

"We are very satisfied with the help and counseling that we received and overall support from the SWIFT staff. Thank you for helping us"

- **Clients served by SWIFT (Stabilization and Wellness in Families Together) in Columbia Basin, Washington**

"We are so grateful for the support and encouragement through a very tough time."

"They were amazing throughout some of the most difficult times as a parent – learning new options for resources available to me and my family. Awesome experience!!"

- **Youth and families served by 3 Rivers Wraparound in Columbia Basin, Washington**

SENIORS AND PEOPLE WITH DISABILITIES

Seniors and people with disabilities acquire and sustain maximum independence, well-being, and health.

- **97%** of clients served in the Home Care program in South Puget Sound were able to remain in their own homes above a target of **85%**. This program shows consistent success in this outcome.
- **87%** of clients served by Caregiver Services reported a greater sense of well-being after the program above a target of **85%**. The most common areas of learning specifically mentioned included available resources, body mechanics, information about dementia, how to plan ahead and self-care.
- **100%** of Senior Companion Volunteers said that volunteering enriches their lives above a target of **85%**.

"Great to share with others who are experiencing the same situation."

"Very helpful; hope to repeat this AND hope all this will be repeated."

- **Participants attending Support U Caregiver Classes**

“Experience is life enriching.”

“This program, the staff and coworkers, have become a steady support in my life. My clients are all ‘more than clients’ – but individuals.”

”This program has enriched my life as well as the lives of the clients I have had in my 3 years of volunteer service. I sincerely thank the LCS organization.”

- **Volunteers in the Senior Companion Program**

REFUGEES AND IMMIGRANTS

Refugees and immigrants successfully integrate into their new communities.

- **100%** of participants in the PRIME (Promoting Refugee Integration, Mobility and Empowerment) Program became legal permanent residents above a target of **96%**.
- **100%** of clients served by the Immigration Counseling and Advocacy Program (ICAP) in Yamhill County reported that services helped them achieve legal status above a target of **75%**.
- **100%** of SAFRN (School Assistance for Refugee Newcomers) clients have their children successfully enrolled in school which matches a target of **100%**.

It is often difficult to get client surveys and quotes for this Line of Service because of language barriers. We were happy to get some feedback this quarter:

“For me is perfect, very kind thank you.”

“To never change your good attitude, I liked that. Thank you for all your help.”

- **Clients served by Immigration Counseling and Advocacy Program, Yamhill County**

FAMILY AND COMMUNITY SUPPORT

Families and individuals achieve well-being and work together to promote justice and build safe, caring communities.

- **95%** of clients in the Valley Individual Development Account (VIDA) program in Portland met their planned savings goals above a target of **90%**. The success rate has been trending upward for the past year.
- **100%** of parents served by the Children in the Middle program in Clatsop County gained skills to protect children from parental conflict above a target of **80%**. This seminar for divorcing parents has been stable with consistently high success rates.

Positive Action, the drug abuse prevention program in Idaho, continues to grow, increasing by \$17,000 this past fall, allowing the program to serve an additional 300 students! We are happy to report successes in program results:

- Region 3: Program scores moved from a 4.85 at pre-test to a 4.96 at post, placing our program in that region in the middle 30% of all providers in Idaho
- Region 4: Program scores moved from a 4.71 at pre-test to a 4.88 at post, placing our program in that region in the top 30% of all providers in Idaho

”Relaxed supportive atmosphere.”

“Meeting people who care and understand.”

“The skills and tools I have learned to cope with my trauma.”

- **What participants like best about the SAFeT Support Groups in Spokane, Washington**